

NAV  AIR

# Environmental Program



**The Customer Support Group**





## Providing Innovative Environmental Management Services During On-Site Visits

The Lead Maintenance Technology Center for the Environment (LMTCE) Working Integrated Product Team (WIPT) established the Customer Support Group (CSG) in 1999 to provide innovative environmental management advice and related technologies to Fleet-based maintenance personnel.

Over the last two years, the CSG has become a familiar face to the Fleet in the struggle to maintain compliance with an increasingly complex load of environmental management requirements.

Sponsored by the Naval Air Systems Command's (NAVAIR) National Environmental Competency (AIR-8.7), members of the CSG work with engineers and scientists across the Navy's research, engineering and logistics communities to identify, demonstrate, validate, and transition environmentally-friendly technologies and materials into the hands of Fleet maintenance personnel. The CSG also recommends alterations to industrial and maintenance processes to Fleet maintenance personnel. These processes include painting, depainting, corrosion control, and cleaning operations.

The CSG makes regular visits in the United States (including some intermittent trips

to naval facilities abroad) to help Fleet maintenance personnel with their environmental management challenges on their home turf. During these site visits, experts from the CSG identify the existing environmental challenges, provide real-time solutions, and document all actions taken, including those actions that may require additional follow-up once the site visit is completed.



CSG team member Wesley Lamb demonstrates the alodine Touch-N-Prep™ pen at Marine Corps Air Station New River.



Bead breaker equipment located in the Aircraft Intermediate Maintenance Department Tire Shop at Naval Air Facility Atsugi, Japan. This equipment is used to remove tires from the rims on P-3 and S-3 aircraft and H60 helicopters.

The solutions to existing environmental challenges provided by the CSG include updates on new technologies, alternate approaches to existing maintenance procedures, and insights into pending changes to Hazardous Material Authorized Use Lists (HMAUL), the Shipboard Hazardous Materials List (SHML), and technical manuals (including General Series manuals). [See page 7 of the summer 2002 issue of Currents (“WIPT as Rapid Strike Force”). This article provides insights into the CSG’s ability to affect change—in this instance, virtual real-time modifications to the 16-1-540 avionics manual.]

## Expected Impact of the Customer Support Group Site Visits

Visits to the Fleet from the Customer Support Group are intended to have the following impacts:

1. Provide corporate environmental expertise to enhance the overall operation of Fleet maintenance processes,
2. Share experiences and lessons learned from the experiences and knowledge of operations from other sites where aircraft are maintained, and
3. Increase the knowledge of Fleet maintenance managers, shop personnel and environmental management personnel regarding:
  - Available environmentally friendly maintenance technologies,
  - Alternative industrial processes,
  - Environmentally friendly materials substitutions, and
  - Other creative environmental, safety, and health solutions to existing Fleet maintenance challenges.

## Composition of the Customer Support Group

The Customer Support Group has assembled a team of seasoned veterans from the Navy community with expertise in the following areas:

- Materials management,
- Maintenance industrial processes and procedures,
- Hazardous materials and hazardous waste management and data collection,
- Environmental management experience in a range of media and subject areas,
- Support Equipment (SE), and
- Fleet liaison and logistics.



Maintenance being performed on a bomb loader aboard the USS George Washington.



Mechanic points out problems with cold nozzles on an AV8 Harrier to the CSG team.



CSG team members board the USS George Washington as it prepares for departure from Norfolk Naval Base.



## Overview of Customer Support Group Visit Procedures

The CSG has established the following process for ensuring successful Fleet visits:

### Step 1: Prepare for the Site Visit

This step involves determining the site(s) for the visit based on an analysis of the available environmental management and workload data. Once the site has been selected, the CSG conducts additional analysis of the site's material and waste stream data and

alerts the appropriate environmental on-site personnel of the impending CSG visit.

### Step 2: Assemble the Right Team

This second steps involves assembling a team of personnel with the right experience based on the environmental challenges at the selected site. One team member is designated to conduct a pre-visit to target shops that will be included in the site visit schedule. A proposed visit schedule is sent to the Maintenance Officer or equivalent for review and approval. In addition, the CSG often contacts the platform fleet support teams for technical support during the visit (as well as assistance in resolving platform-specific issues).

## Past, Present & Future Visit Schedule

### 2000

Naval Air Depot Jacksonville, Florida  
Naval Air Facility Atsugi, Japan  
Marine Corps Air Station Futenma, Japan  
Marine Corps Air Station Iwakuni, Japan  
Naval Air Facility Misawa, Japan

### 2001

Marine Corps Air Station Cherry Point, North Carolina  
Naval Air Station Lemoore, California  
Marine Corps Air Station Yuma, Arizona  
Naval Air Station North Island, San Diego, California  
Naval Air Station Sigonella, Italy  
USS George Washington

### 2002

Marine Corps Air Station New River, North Carolina  
Naval Air Station Oceana, Virginia  
Naval Air Station Whidbey Island, Washington  
Marine Corps Air Station Miramar, California  
Marine Corps Base Kaneohe, Hawaii

### 2003

Naval Air Station Norfolk, Virginia  
Naval Air Station Brunswick, Maine  
Marine Corps Air Station Beaufort, South Carolina  
Marine Corps Base Camp Pendleton, California  
Naval Air Station Fort Worth, Texas  
Naval Air Facility Atsugi, Japan



CSG members look at the filtration system in a paint booth at Marine Corps Air Station Miramar.

### Step 3: Execute the Site Visit

The CSG visits the shops and other sites where environmental management challenges are the most daunting. CSG members conduct question and answer sessions with shop and environmental management personnel and capture contact information and details of required action items (for follow-up) in standard action item format. At the end of the site visit, the CSG discusses the results of the visit and the follow-up required. The CSG and site personnel reflect on lessons learned about existing environmental challenges at the site, opportunities for improvement, highlights of what the site is doing well, what is known from other facilities/experiences, and proposed solutions (e.g., equipment purchases, material substitutions, process modifications).

### Step 4: Conduct Site Visit Follow-On Activities

After the site visit, the individual members of the CSG document the results of the site visit using a trip



USS George Washington flight deck, before departing on work-ups, as the CSG visits the Fleet afloat.



Mobile electric power plant cart located at Marine Corps Air Station Yuma used for field equipment.

report template with a special emphasis on action items and follow-up required. These action items are tracked via NAVAIR's information portal (a secured area associated with the NAVAIR environmental web site). Finally, CSG members are required to follow-up with site participants within 60 days on the progress they've made toward the resolution of outstanding action items.

## Predominant Issues Identified Through CSG Visits

The following issues are discussed most often during CSG visits:

- The proper use of stenciling/marketing machines,
- The proper use of particle counters,
- The proper use of aqueous parts washers,
- Aerosol aircraft surface cleaners,
- Paint gun cleaning,
- The use of spot paint applicators (SemPens™),
- The use of alodine-based applicator pens (Touch-N-Prep™ Pen),
- Issues pertaining to the use of suitable substitutes for P-D-680,
- The initiation and management of "red rag" programs, and
- Plastic and other media blasting.

The cumulative results and action items of all CSG site visits are posted for viewing via the NAVAIR environmental web site at <https://www.enviro-navair.navy.mil>. (Viewing of action items is restricted to people with "dot-mil" e-mail addresses.)

To schedule a visit from the CSG, contact Jim Ganci.

### Point of Contact

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For more information about the NAVAIR environmental program, please visit our web site at <https://www.enviro-navair.navy.mil>.

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